

225.65

Lost or Stolen Food Instruments (FIs)

Local Agency Loss or Theft

Report lost or stolen eWIC card stock

Immediately report the loss or theft of eWIC card stock to the state WIC office using the electronic fraud and abuse report form located at <https://idph.iowa.gov/wic/fraud-and-abuse-reporting-form>. After review, State staff will provide further instructions.

Reduce risk

Store eWIC card stock in a secure location to reduce the risk of loss or theft.

Damaged eWIC card stock

Immediately report the damage of stored eWIC card stock to the state WIC office. State staff will provide further instructions.

WIC Foods Lost in a Catastrophe

Policy

Refer the participant to emergency relief programs. Under certain circumstances, benefits lost in a catastrophe may be able to be replaced. See the document titled "WIC Operational Plans during an Emergency" and contact the State Office.

Participant Loss or Theft

Introduction

Lost and stolen eWIC cards and benefits will be replaced.

Policy

Replacement cards can be issued in person or if the participant prefers, they can be mailed. The table below describes when lost or stolen WIC FIs may be replaced.

IF the eWIC card was ...	Then...
Stolen	Replace it
Lost due to a catastrophe (e.g., fire, tornado or flood)	Replace it
Lost due to other reasons	Replace it

Exceptions

Do not issue a replacement of benefits if there is a reasonable suspicion that the participant is attempting to defraud the WIC Program. If there is reasonable suspicion of fraud, complete and submit the electronic fraud and abuse report form in detail. After review the state will provide instructions as needed.

Procedure

Do not record any information in the data system about a lost or stolen card until you see the participant in person or the request for a new card to be mailed is made. This provides an opportunity to look at the remaining benefits to ensure that the correct benefits are replaced.

Follow the steps in the table below to replace benefits.

Step	Action	
1	Look up the benefits in the data system to determine whether they have been redeemed.	
	Benefits have NOT been redeemed	Click on Card Operations tab, select the reason for the replacement card set up and click replace set up. (In this case benefits would not need to be reissued since the benefits do not actually “live” on the eWIC card.
	Benefits have been redeemed (fraudulently)	Click on Card Operations, select the reason for the replacement card set up and click replace set up. Then reissue food benefits as described in policy 225.50 or call the State WIC office if an account balance correction is needed.
2	Document in the care plan the circumstances for reissuance and the request for the eWIC card to be mailed.	

eWIC card found later

If a card reported as lost/stolen is later returned to the local WIC agency, first verify in Focus that the card has been deactivated and then destroy it.